

COMMUNITY ACTION OF ALGER-MARQUETTE
Job Description

HOUSING RESOURCE SPECIALIST

Supervised by: Housing Services Director
Supervises: No direct supervisory responsibility

General Summary:

The Housing Resource Specialist will serve as the first point of contact for individuals experiencing a housing crisis and will assist households with the application/certification process necessary to access various housing programs.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily:

1. Conduct preliminary screenings with households presenting at the HARA to determine level of risk using the SPDAT method;
2. Assist households with obtaining the documentation necessary to access housing and support services (this includes assisting individuals with replacing lost birth certificates and social security cards);
3. Assist households with completing applications for housing and support services;
4. Document all referrals in the Homeless Management Information System (HMIS);
5. Meet with area service providers for training on agency-specific forms and intake procedures;
6. Meet with households to complete a housing assessment/housing plan;
7. Provide financial and leasing assistance to household eligible for services;
8. Enter client and financial data into various databases such as MSHDA's HALO system and the Homeless Management Information System (HMIS) – *(training provided)*;
9. Complete rent comparables and conduct HQS and Lead Based Paint Inspections - *(training provided)*;
10. Conduct face to face recertification meetings with households receiving leasing assistance to determine continued eligibility;
11. Maintain a working relationship with landlords as well as a list of available housing and employment opportunities; and
12. Completes special projects and performs other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational requirements are a Bachelor degree in Social Work and at-least 1 year of direct experience working with at-risk populations as well as 1 year of office/clerical experience.
- Experience requirements include 1 year of direct experience working with at-risk populations as well as 1 year of office/clerical experience.
- Must be able to successfully pass a background check.

- Must have a valid driver's license and reliable form of transportation
- Must be willing to work flexible hours
- Must possess strong written and spoken communication skills
- Must have strong computer skills with experience using advanced features of Microsoft Office such as formulas, sorts, columns and tables, mail merge, HMIS, and spreadsheets
- Must have a direct knowledge of at-risk populations, as well as a solid knowledge of community resources available to help them
- Possesses the ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with clients, other agencies, the media, the public, and other employees.
- Possesses the ability to work effectively under stress and within deadlines and changes in work priorities.
- Possesses the ability to travel to other locations as needed.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee in an office setting and perform work in the field. The employee is frequently required to stand; sit, walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. When in the field, the employee is occasionally required climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move objects of light to moderate weight. Specific vision abilities required by this job include close vision, and distance vision.

While working in the field, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet in the office but can range to loud when visiting construction sites or working in the field.